



Policy: 2006
Procedure: 2006.02
Chapter: Human Resources
Rule: Bilingual Stipend Program

Effective: 07/20/05
Replaces: N/A
Dated: N/A

Purpose:

The Arizona Department of Juvenile Corrections (ADJC) bilingual stipend program is designed to compensate agency employees who assist in interpreting conversations/discussions between agency staff members and the Department's mono-lingual Spanish speaking juveniles and/or their families, or customers. The bilingual stipend program is available to all Spanish speaking employees who pass an oral language proficiency test.

Rules:

1. Request for Oral Language Proficiency Test:

- a. An **EMPLOYEE** who considers him/herself to have sufficient bilingual (Spanish) skills to assist in providing interpretation services shall request a Bilingual Test;
- b. **EMPLOYEES** shall complete and sign Form 2006.02A: Request for Bilingual Testing (Spanish)
 - i. After having had the form signed by their supervisor, **EMPLOYEES** shall fax or send the completed form to the Office of Human Resources to be scheduled for the test;
 - ii. The **CONTRACTED TEST EVALUATOR** shall conduct all tests by phone;
 - iii. The **DEPARTMENT** shall pay for all Spanish language Bilingual proficiency tests;
 - iv. The **HUMAN RESOURCES (HR) BILINGUAL PROGRAM COORDINATOR** shall contact the employee to coordinate the scheduling of a date and time to take the oral language proficiency test.
 - (1) **ACADEMY CADETS AND/OR NEW HIRE ACADEMY ATTENDEES** shall be eligible to take the oral language proficiency test AFTER they have officially reported to their assigned facility/office location.
 - v. The **EMPLOYEE** shall provide current information where they can be reached;
 - vi. **EMPLOYEES** shall notify their immediate supervisor of the date and time of their scheduled test, and to ensure that relief coverage is available.
 - (1) **EMPLOYEES** shall ensure their test is held in a quiet and private location free from interruptions;
 - (2) **EMPLOYEES** shall contact the assigned test site telephone number, at the scheduled date and time.
 - vii. In the Language Proficiency Evaluation, the **CONTRACTED TEST EVALUATOR** shall:
 - viii. Test the employee's comprehension, communication ability, grammar, and vocabulary;
 - ix. Assign a score rating according to the employee's performance skill level in one of twelve skill levels (1-12) ranging from a complete beginner (1) to a native level of fluency (12).
 - x. **EMPLOYEES** who fail the oral language proficiency test shall be eligible to retest after a period of three (3) months from the date the failed test was taken;
 - xi. To reschedule a scheduled test, **EMPLOYEES** shall contact the HR Bilingual Program Coordinator, by 12:00 o'clock noon (Arizona time), the day before their scheduled test date and time;
 - xii. **EMPLOYEES** shall pay for the test:
 - (1) If they fail to take their test on the scheduled date and time without a valid reason. The **HR BILINGUAL PROGRAM COORDINATOR** shall permit a limit of two tests, if valid reasons exist;
 - (2) If the employee fails to reschedule the test timely.

2. Compensation Eligibility and Eligibility Period:

- a. **EMPLOYEES** shall take and pass the oral language proficiency test to be eligible for the bilingual stipend pay:
 - i. **EMPLOYEES** shall achieve a test score of a 9 rating or above.
 - ii. The **CONTRACTED EVALUATOR** shall provide the test score results which are not grievable.

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- b. **EMPLOYEES** who pass the oral language proficiency test shall complete, sign, and return the Employee Bilingual (Spanish) Stipend Agreement and Understanding form to initiate the bilingual stipend pay;
- c. The **CONTRACTED PROVIDER** shall issue the employee a "Certificate of Achievement" document, within five to ten (5-10) business days from the date the results were received. The employee's eligibility and the certificate shall be valid for a period of three years from the date the employee successfully passes the oral language proficiency test;
- d. To remain eligible for the bilingual program pay, **EMPLOYEES** shall:
 - i. Provide interpreting services, as requested and/or as approved to do so, in a professional manner;
 - ii. Provide continual clear and accurate oral interpretations between parties;
 - iii. Apply and renew their eligibility period, thirty (30) days prior to the expiration date.
- e. **EMPLOYEES** who are no longer employed by the Department, or who no longer meet/satisfy the bilingual program requirements shall:
 - i. Immediately lose their bilingual stipend pay;
 - ii. Have their certificate considered invalid within the Department.
- f. **EMPLOYEES** who have lost their eligibility and remain employed by the Department shall remain ineligible for a period of twelve (12) months from the date the eligibility was terminated.

3. Placement on Bilingual Program Spanish Speaking Roster:

- a. The **HR BILINGUAL PROGRAM COORDINATOR** shall:
 - i. Notify the employee and their supervisor about the results;
 - ii. Forward to the employee, the Employee Bilingual (Spanish) Stipend Agreement and Understanding form;
 - iii. Forward the completed and signed agreement and understanding form and a copy of the certificate to the employee's official personnel file;
 - iv. Place employees on a roster for use of their Spanish speaking skills;
 - v. Provide the Payroll Office the names of eligible employees, within five to ten (5-10) business days, from the date the results were received;
 - vi. Provide the ADJC Spanish Translator/Interpreter with a listing of current and available Spanish speaking employees, within five to ten (5-10) business days from the date the results were received;
 - vii. Maintain the roster with current and available Spanish speaking employees;
 - viii. Remove, from the roster, an employee who no longer meets the eligibility requirements.
- b. The **EMPLOYEE** shall immediately notify the Office of Human Resources, in writing, if they no longer wish to participate in this program as an interpreter.

4. Use of Bilingual Program Spanish Speaking Employees:

- a. **EMPLOYEES** shall assist with oral interpretations when contacted by their immediate supervisor, the ADJC Spanish Translator/Interpreter, or a Management level team member;
- b. The **IMMEDIATE SUPERVISOR, ADJC SPANISH TRANSLATOR/INTERPRETER, OR MANAGEMENT LEVEL TEAM MEMBER** shall contact covered status employees during the employees' regular work hours.
- c. The **SUPERVISOR** shall:
 - i. Document time spent by the employee interpreting beyond a regular 40 hour work week;
 - ii. Have it confirmed by the requesting party; and
 - iii. Consider the employee to have worked overtime.
- d. The **IMMEDIATE SUPERVISOR, ADJC SPANISH TRANSLATOR/INTERPRETER, OR MANAGEMENT LEVEL TEAM MEMBER** may contact uncovered excluded employees at any time for interpretation services;
- e. **EMPLOYEES** shall interpret during informal impromptu, unplanned, 'ad hoc' settings and/or situations. However, the ADJC Spanish Translator/Interpreter shall be responsible for providing services in formal, scheduled situations and shall be the Department's sole translator/interpreter expert.
 - i. If contacted, the **EMPLOYEE** shall be responsible for notifying and obtaining approval from their immediate supervisor when their services are being requested, and ensure that relief coverage is available.

5. Bilingual Program Funding:

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